UCLA Communications Technology Services

NORSTAR
User Guide

CTS Training Center

Introduction

The Norstar telephone offers single- and multi-line capability and is designed to work with the Norstar Key Service Unit (KSU). The KSU resides in the customer building as an interface between Norstar telephone sets and the CTS telephone system.

This guide covers the Norstar features that are available with the various KSU design releases and telephone system features commonly used with Norstar. Some of the features described in the guide may not apply to your KSU design release or line service but are offered by CTS.

The CTS Training Center offers a variety of classes, user guides, and reference materials to assist UCLA employees with the communications products and services available from CTS. We can answer any questions you may have about the use of CTS products and services.

If you need disability auxiliary aids or services in using training materials or during a training class, please notify The CTS Training Center ten business days in advance.

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Norstar Quick Reference Card

Web: <http://www.cts.ucla.edu/trainingliterature>

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Basic Operation

Keys and Indicators

Display
Shows information about the Norstar features you activate, intercom calls you place and receive, and outbound dialed digits. The display does not provide inbound caller identification for campus or non-campus calls.

Feature Key
Used to activate a Norstar feature or to program a Norstar feature onto a memory key.

Handsfree Key
Activates the built-in microphone on the T-Series 7208 and 7316 telephone sets, to conduct a two-way speakerphone conversation while keeping the handset in the cradle. When programmed, this feature is assigned to key eight on the 7208 or key sixteen on the 7316.

Handsfree/Mute Key
Activates the built-in microphone on the M-Series 7208, 7310 and 7324 telephone sets, to conduct a two-way speakerphone conversation while keeping the handset in the cradle. When pressed again it mutes the telephone microphone. The mute function can be toggled on and off by repeatedly pressing the key.

Headset Key
Activates the headset connection for the T-Series 7208 and 7316 telephone sets.

Hold Key
Allows you to place calls on hold and return the handset on the cradle.

Line Indicators
Indicators ◀ ▶ appear in the LCD next to the telephone line keys. A steady indicator means that the line is active. A slow flashing indicator means the line is ringing. A blinking (fast flashing) indicator means that the line is on hold.

Memory Key
A spare line key used to program frequently dialed numbers, intercoms, or features. The number of available memory keys is dependent on your telephone model and line quantity.

Mute Key
Mutes the T-Series 7208 or 7316 microphone on the handset, headset, or on the telephone set when using the Handsfree feature.

Prime Line
A line that is automatically selected when you lift your telephone handset, activate a Norstar feature, or use the Handsfree feature.

Rls (Release) Key
Disconnects a call or ends an activity.

Shift Key
A small triangular key located beside the fixed memory keys on the M-Series 7310 telephone set. It is used to select the upper position of the dual position memory keys.

Soft Keys
Three keys located under the display of the M-Series 7310 and 7324 telephone sets and the T-Series 7316 telephone set. Used to activate or cancel Norstar features.

Telephone Light
A red lamp located above the display of the T-Series 7208 or 7316. It flashes when receiving an incoming call or when a Norstar feature is being used. The lamp is on when the telephone set is in use.

Volume Control Rocker Bar
The volume control rocker bar is located below the numeric keypad. It is used to adjust the volume of your handset, speaker or ringer. To increase the volume level, press the right side of the bar. To decrease the volume level, press the left side of the bar.

Telephone Administration

Automatic Hold
Allows you to automatically place a call on hold when pressing another line key, without pressing [HOLD].

Button Inquiry
Allows you to view line or feature assignment for each key on your Norstar telephone set by pressing [FEATURE] [*] [0] followed by the key you wish to view. The information is shown on your telephone display. To exit your inquiry session, press the [RLS] key.

Call Duration Timer
By pressing [FEATURE] [7] [7], the duration time of your current or last call is displayed for approximately five seconds.

Class of Service (COS)
Determines the access privileges and dialing range assigned to a telephone line and can help control abuse.

Contrast Adjustment
Allows you to set the contrast level of your telephone display. To activate, press [FEATURE] [*] [7] and follow the display prompts, then press the OK softkey or [HOLD] to store your new setting.

Exclusive Hold
Prevents a held call from being retrieved from another Norstar telephone set with the same telephone number. To activate, press [FEATURE], then [HOLD]. To return to the held call, press the line key and lift the handset.

Feature Time Out
If you have taken more than 15-seconds to press a button in response to a display when programming or using Norstar features, you will hear a descending double alert tone notifying you that you have been timed out of that function. In this case, you need to start your activity again.

Key Service Unit (KSU)
A hardware component of the Norstar system that is linked to the CTS telephone system. Provides a point of connection for the various types of devices, telephones, and expansion modules used in Norstar. Controls the service area of Norstar features.

Pause
Allows you to insert a 1.5-second delay in a dialing sequence when programming a number using a memory key or speed dial list. Press [FEATURE] [7] [8] to insert a pause during programming.

Programmed Release
Used when programming a number onto a memory key or speed dial list to end the call. Press [FEATURE] [*] [8] [9] to program release at the end of a dialing sequence.

Ring Type
Offers four distinctive ring types to help differentiate which office telephone set is ringing. It changes the ring type for all lines appearing on the telephone set and is not line specific. To set a new ring type, press [FEATURE] [*] [6] and follow the display prompts. Press the ⊓ı softkey or [HOLD] to store your new settings.

Ring Volume
Activates the ringer to allow you to adjust the ring level of your telephone set. Press [FEATURE] [*] [8] [0], then use the volume control rocker bar to increase or decrease the ring volume. You can also use the volume control rocker bar to adjust the ring level while your telephone is ringing due to an incoming call.

Run/Stop
Inserts a break point into a dialing sequence of numbers or codes when programming the Automatic Dial feature using a memory key. Once programmed, the first press of the programmed memory key dials the first sequence of numbers or codes before the break point; the next press of the memory key dials the second sequence of numbers or codes. To insert Run/Stop, press [FEATURE] [*] [9].

Time
Displays the current time and date for approximately five seconds while you are on a call. To activate, press [FEATURE] [8] [0] [3].

Telephone Tones

Call-Waiting Tone
Short tone heard while on a call. Indicates another call is waiting.

Confirmation Tone
Two short beep tones that indicate a feature has been activated or deactivated.

Distinctive Ringing
Different ring patterns indicating a specific type of incoming call.

- **UCLA Campus Call** – Two rings (one long ring, one short ring) in quick succession. Indicates an incoming call from another UCLA campus number, including Santa Monica-UCLA Medical Center.
- **Non-UCLA Campus Call** – Two long rings (one long ring, one long ring), approximately five seconds apart. Indicates an incoming call from a non-UCLA campus number or Extended Campus Service (ECS) number.

Overflow Busy Tone
Fast busy tone (120 tones per minute) heard after dialing a number. Indicates that the called number is invalid or could not be processed.

Special Dial Tone
Broken dial tone followed by regular dial tone. Indicates a feature has been accessed.

Standard Busy Tone
Regular intermittent tone (60 tones per minute) heard after dialing a number. Indicates the called number is busy.

Dialing Instructions

Authorization Codes

A CTS Authorization Code allows UCLA telephone users to place non-campus calls from any campus telephone, regardless of the assigned class of service. Calling charges are billed to the authorization code account holder's telephone number.

Place Authorization Code Call

1. Dial access code **765**; listen for special dial tone
2. Dial your ten-digit authorization code (shown on Authorization Code card); listen for dial tone
3. Dial **8** + number (follow dialing instructions)

Dialing UCLA Campus and Non-Campus Numbers

CTS telephone service provides station-to-station campus dialing for the UCLA community. A campus telephone number is identified by the last five digits of its seven-digit telephone number. UCLA telephone service that extends to UCLA facilities off campus is called Extended Campus Service (ECS). It is part of the five-digit campus dialing plan and offers most UCLA telephone features.

UCLA telephone numbers are located within the 310 area code and encompass one of the following prefixes:

206 267 312 319 794 825 983

To identify the full seven-digit UCLA telephone number, match the last digit of the prefix to the first digit of the five-digit number. CTS provides campus-dialing service to Santa Monica-UCLA Medical Center. Santa Monica – UCLA Medical Center maintains some lines that cannot be dialed directly from off-campus numbers using the entire 7-digits. These numbers can only be dialed from another UCLA campus number or via Santa Monica-UCLA Medical Center Hospital Communications using their five-digit extension.

Access to non-UCLA campus numbers requires dialing **8** first. The allowable calling area is based on the telephone line's class of service.

UCLA Campus Calls

Dial five-digit campus number

Local Direct Dial Calls (within 310 area code)

Dial **8** + seven-digit number

Toll and Long Distance Direct Dial Calls

Dial **8** +**1** + area code + seven-digit number

Calling Card and Collect Calls

1. Dial **8** + **0** + **0** + area code + seven-digit number
2. Enter calling card number at tone or wait for telephone operator to answer

Person-to-Person Calls

1. Dial **8** + **0** + area code + seven-digit number
2. Follow voice prompt instructions or wait for telephone operator to answer

International Direct Dial Calls

Dial **8** + **0 1 1** + country code (+ city code if necessary) + number

International Collect and Credit Card Calls

1. Dial **8** + **0** + **0** + **0 1** + country code (+ city code if necessary) + number
2. Wait for telephone operator to answer,

then provide the necessary billing information

International Person-to-Person Calls

1. Dial **8** + **0 1** + country code (+ city code if necessary) + number
2. Wait for telephone operator to answer, then provide necessary billing information

Emergency Services

UCLA Campus Emergency - UCPD

1. Dial **911**
2. Provide your name, location, and telephone number to dispatcher
3. Do not hang up until instructed to do so

UCLA ECS Emergency – UCPD

1. Dial **9** + **911** if your prefix is 312

   -or-

   Dial **8** + **911** if your prefix is 794
2. Provide your name, location, and telephone number to dispatcher
3. Do not hang up until instructed to do so

Santa Monica-UCLA Medical Center Emergency

1. Dial **74**
2. Provide details to attendant

UCLA Emergency Information Line

800-900-UCLA

UCLA Emergency Radio

AM 810

Operator Assistance

UCLA Campus Information Operator

Dial **#33**

UCLA Medical Center Page Operator

Dial **56301**

Local Area Operator (Verizon)

Dial **234**

Long Distance Operator

Dial **230**

Meet-Me Conference

1. Dial **53333** to obtain Meet-Me Conference reservation and number
2. Follow representative's instructions

Outbound Caller ID

Outbound Calling Party Number Identification, also known as Outbound Caller ID, sends the digits of a caller's telephone number to the recipient. The recipient is able to view the caller's telephone number when his or her telephone is equipped with a display or display unit.

There are three types of UCLA Outbound Caller ID service:

- **Standard Block** – displays UCLA's main telephone number (310-825-4321) to non-campus recipients
- **Line Unblock** – displays the caller's individual telephone number to non-campus recipients
- **Complete Block** – prevents any information from being displayed

Business and residential telephone numbers can automatically reject incoming calls that have blocked the receipt of Outbound Caller ID. If Standard Block or Line Unblock applies to your telephone line, you don't have to unblock Outbound Caller ID. If Complete Block applies to your telephone line, and you are calling a number that rejects blocked incoming calls, you must unblock Outbound Caller ID using the feature code **82**. Outbound Caller ID blocking does not apply to toll-free numbers or to emergency 911 calls.

Block Caller ID

1. Press * 6 7 to block Outbound Caller ID for duration of call; listen for special dial tone
2. Dial **8** + number (follow dialing instructions)

Unblock Caller ID

1. Press * 8 2 to unblock Outbound Caller ID for duration of call; listen for special dial tone
2. Dial **8** + number (follow dialing instructions)

Answering & Placing Calls

Answering Calls

Using Handset

Lift handset; press ringing line key if necessary

Using Handsfree

1. Press HANDSFREE; press ringing line key if necessary
2. Lift handset to speak privately

Using Handsfree During Call

1. Press HANDSFREE
2. Replace handset on cradle and speak
3. Lift handset to speak privately

Using Headset

M-Series

Press HANDSFREE; press ringing line key if necessary

T-Series

Press ; press ringing line key if necessary

Using Headset with Adapter

M-Series

1. Press headset adapter button
2. Press HANDSFREE; press ringing line key if necessary

T-Series

1. Press headset adapter button
2. Press ; press ringing line key if necessary

Placing Calls

Using Handset

1. Lift handset; press ringing line key if necessary
2. Dial number (follow dialing instructions)

Using Handsfree

1. Press HANDSFREE
2. Dial number (follow dialing instructions)
3. Lift handset to speak privately

Using Headset

M-Series

1. Press HANDSFREE; press line key if necessary
2. Dial number (follow dialing instructions)

T-Series

1. Press ; press line key if necessary
2. Dial number (follow dialing instructions)

Using Headset with Adapter

M-Series

1. Press headset adapter button
2. Press HANDSFREE; press line key if necessary
3. Dial number (follow dialing instructions)

T-Series

1. Press headset adapter button
2. Press ; press line key if necessary
3. Dial number (follow dialing instructions)

Intercom Calls

Allows you to communicate with colleagues that are provisioned with Norstar service from the same KSU. When using your Intercom, your campus number remains available to receive incoming calls.

Place Intercom Call

1. Press INTERCOM
2. Dial three-digit Intercom number

Answer Intercom Call

Press INTERCOM

Line Pools

A group of lines programmed behind a single line key that is used for outbound dialing or to receive inbound calls. Line pools are typically shared by a unit of employees and are identified as inbound or outbound. An inbound line pool rings at all designated telephone sets until answered.

Answer Call

Press LINE POOL

Place Call

1. Press LINE POOL
2. Dial access code **8**
3. Dial campus number
   -or-
   Dial **8** then dial non-campus number

Telephone Features

Feature Assignment

There are two resources used by CTS to provision telephone features for Norstar service - Nortel SL-100 telephone system and Norstar Key Service Unit (KSU).

Telephone system features are assigned to line numbers that appear on your Norstar telephone set and provide campus-wide interaction. The features commonly provisioned to Norstar lines are Three-Way Calling (labeled Transfer), Call Forward, and Call Waiting. Telephone system features must be provisioned by submitting a service request to CTS.

The KSU offers Norstar features that are accessed using the FEATURE key or can be programmed onto memory keys for one-touch activation. The majority of Norstar features are accessible without issuing a service request. However, some Norstar features do require specified programming and CTS provisioning.

Program Norstar Features onto Memory Keys

1. Press FEATURE * 3
2. Press memory key to be programmed
3. Press FEATURE, then enter feature code

Erase Memory Keys

1. Press FEATURE * 1
2. Press memory key to be erased
3. Press OK softkey or HOLD

Automatic Dial

Allows you to program a campus number, non-campus number or intercom number onto a memory key for one-touch dialing. The handset remains on the cradle during programming. To make a change, program the new number over the existing one.

Campus and Non-Campus Numbers

When programming non-campus numbers, include 8 followed by the relative dialing instructions. A number up to 24-digits in length can be programmed onto a memory key.

Program Memory Key

1. Press FEATURE * 1
2. Press memory key to be programmed
3. Enter number to be stored (follow dialing instructions)
4. Press OK softkey or FEATURE

Use Memory Key

Press programmed memory key to automatically dial

Erase Memory Key

1. Press FEATURE * 1
2. Press memory key to be erased
3. Press OK softkey or HOLD

Intercom Numbers

You can program intercom numbers that reside only within your KSU.

Program Memory Key

1. Press FEATURE * 2
2. Press memory key to be programmed
3. Enter three-digit intercom number

Use Memory Key

1. Press INTERCOM
2. Press programmed memory key to automatically dial

Erase Memory Key

1. Press FEATURE * 1
2. Press memory key to be erased
3. Press OK softkey or HOLD

Call Forward

Redirects all incoming calls to another telephone number. When Call Forward is activated, you can still place outgoing calls.

Call Forward Indication

Works in conjunction with Call Forward. If Call Forward Indication is assigned to your telephone line, you hear an audible tone when accessing a line that is forwarded.

Activate Call Forward

1. Access campus line you wish to forward
2. Press * 4 2 to activate feature; listen for special dial tone
3. Enter number to which calls will be forwarded (include **8** if forwarding to non-campus number); listen for confirmation tone
4. Press RLS

Deactivate Call Forward

1. Access campus line for which you wish to deactivate call forward
2. Press * 4 3 to deactivate feature; listen for confirmation tone
3. Press RLS

Call Forward Remote Access (CFRA)

Call Forward Remote Access (CFRA) redirects all calls to another telephone number and can be activated/deactivated from any telephone, on or off-campus.

Before using CFRA for the first time, you must change your default PIN to a personal PIN and identify which Call Forward Remote Access Number is assigned to your telephone extension. You must dial into the appropriate CFRA Access Number to use the CFRA feature. The correct CFRA access number will be provided to you by CTS staff.

CFRA Access Numbers :

- Circle Drive Access Number: (310) 206-2488
- Westwood Access Number: (310) 267-2488

Customers can request the CFRA feature by submitting a Customer Service Request (CSR) by visiting www.cts.ucla.edu.

Setting up personal PIN

1. Dial *767 from your campus telephone
2. Enter *766#
3. Enter your current PIN (default PIN is your 5 digit campus extension number plus 1), then press #
4. Enter your desired PIN number. PIN must be between 2 to 10 digits, then press #
5. Re-enter your desired PIN number and press #

Activate Call Forward Remote Access

1. From any phone dial your assigned Access Number
   - Circle Drive: (310) 206-2488
   - Westwood: (310) 267-2488
2. Enter the 5 digit telephone extension of the telephone set that is being forwarded, PIN, and #. For example if your extension is 12345 and your password is 6666, dial 123456666#
3. Enter *42 to activate call forwarding
4. Enter the number you wish calls to be forwarded to. Remember to follow UCLA dialing instructions
5. Press 1 to confirm. A busy tone will then be heard confirming that the call forwarding has been activated.

Deactivate Call Forward Remote Access

1. From any phone dial your assigned Access Number
   - Circle Drive: (310) 206-2488
   - Westwood: (310) 267-2488
2. Enter the 5 digit telephone extension of the telephone set that is being forwarded, PIN, and #. For example if your extension is 12345 and your password is 6666, dial 123456666#
3. Enter *43 to deactivate call forwarding.
   A busy tone will be heard, signaling that the forwarding has been deactivated

Call Park

Allows you to park a call and retrieve it from another Norstar telephone set within your KSU. A retrieval code is assigned by the Norstar system and appears in the display. If the call you park originally resided on a campus line, the campus line will remain in use for the duration of the parked call.

Park Call

1. Press FEATURE 7 4 during call; look for retrieval code in display
2. Press RLS

Retrieve Parked Call

1. Press INTERCOM
2. Enter three-digit retrieval code; listen for connection with caller then speak

Call Pickup Group

Allows you to answer an incoming call that is ringing at a colleague's telephone set.

Pick Up Call

1. You hear a ringing telephone within your pickup group
2. Press PICKUP or FEATURE 7 5 then speak

Call Waiting

Informs you that a second call is waiting. When you are on a call and hear a call-waiting tone, you may choose to answer the new call or ignore it. Three-Way Calling will not operate when Call Waiting is activated. You can deactivate the Call Waiting feature on a per-call basis prior to placing a call. Once your call has ended, Call Waiting is automatically reactivated.

Answer Call Waiting

1. Press TRANSFER; original call is placed on hold
2. Speak with new caller
3. Press TRANSFER again to return to first call

Deactivate Call Waiting

1. Access campus line with Call Waiting
2. Press * 9 9 to deactivate feature; listen for confirmation tone, then dial tone
3. Dial number (following dialing instructions)

Do Not Disturb

Stops calls from ringing at your telephone set but does not prevent call answering. When an incoming call is received, the line key will flash only. Priority calls will ring but voice calls are denied.

Activate Do Not Disturb

Press [FEATURE] [8] [5]; look for *Do not disturb* in display

Deactivate Do Not Disturb

Press [FEATURE] [#] [8] [5]; look for *Allow calls* in display

Intercom Transfer

Allows you to transfer a call to an intercom line within your KSU. If the call you are transferring resides on a campus line, the campus line will remain in use for the duration of the transferred call.

Transfer Call

1. Advise caller that you are going to transfer his or her call
2. Press TRANSFER softkey or [FEATURE] [7] [0]
3. D i a l intercom number
4. Wait for second party to answer then announce call
5. Complete transfer by pressing JOIN softkey or [RLS]

   -or-

   Cancel transfer by pressing CANCEL soft key or [FEATURE] [#] [7] [0]

Last Number Redial

Allows you to redial the last number called from your telephone set. Last Number Redial will redial authorization codes, feature codes, credit card numbers, and numbers called from your speed-dialing list. Up to a 24-digit number can be redialed.

Redial Last Number

Press [LAST NO.] or [FEATURE] [5]

Message Waiting

The message-waiting indicator is activated when you have new messages waiting in your VoiceNet mailbox. When selecting the line with VoiceNet, you hear an audible broken dial tone. To retrieve messages, follow the instructions for mailbox access in your VoiceNet User Guide, available online at <www.cts.ucla.edu/support/training.htm>.

Messaging

Allows you to leave a message indicator on the display of another Norstar telephone set. If equipped with a M-Series 7310, 7324, or a T-Series 7316 telephone set, you can also view message indicators sent and received, and cancel message indicators that you sent to someone else. The M-Series 7100, 7208, and T-Series 7208 telephone sets are only able to send and cancel messages.

Send Message

1. Press FEATURE 1
2. Press ADD softkey (step not necessary if equipped with an M-Series 7100, 7208 or T-Series 7208)
3. Enter three-digit intercom number of the person you want to send the message indicator to

Cancel Sent Message

1. Press FEATURE # 1; look for *Cancel* in display
2. Enter three-digit intercom number of the person you sent the message to

View Received Messages

1. Press FEATURE 6 5; look for first message in display
2. Press NEXT softkey or * and # to scroll through your messages
3. Press CALL softkey or 0 to call person w h o left message
4. Press ERASE softkey or FEATURE # 6 5 to delete message

View Sent Messages

1. Press FEATURE 1; look for *Message list* in display
2. Press SHOW softkey to display first message sent
3. Press NEXT sofkey to view additional messages
4. Press ERASE softkey to clear message listing

Paging

Used to make announcements over the Norstar system. You can choose three paging options:

- **Internal Page** – used for announcements over the telephone speaker within your paging area
- **External Page** – for overhead paging systems
- **Internal and External Page** – used for announcements in both systems

Paging zones are set to establish the areas that receive a page. Each paging zone is identified by a number 1 through 6. Page zone 0 pages all zones.

Internal Paging

1. Press FEATURE 6 1
2. Enter paging zone (**0-6**); listen for paging tone
3. Make announcement
4. Press RLS to end

External Paging

1. Press FEATURE 6 2; listen for paging tone
2. Make announcement
3. Press RLS to end

Internal and External Paging

1. Press FEATURE 6 3
2. Enter paging zone (**0-6**); listen for paging tone
3. Make announcement
4. Press RLS to end

Priority Call

Makes a voice call, using the intercom line, to a telephone set that is idle, busy or has Do Not Disturb activated. A person who receives a priority call while on another line has eight seconds to accept or reject the call. The calling and receiving parties hear a triple alert tone to identify the call as a priority call. Use this feature for urgent calls only. This feature must be enabled by CTS to operate.

Issue Priority Call

Press PRIORITY softkey or FEATURE 6 9

Block Priority Call

Press BLOCK softkey or FEATURE 8 5

Privacy

Used with telephone numbers that appear on two or more Norstar telephone sets. This feature changes a non-private telephone line to private during a conversation. Once Privacy is activated, you will hear a double alert tone and the telephone line is secured; your call cannot be interrupted. The privacy setting will reset once you end your call.

Activate Privacy

Press FEATURE 8 3 during call; listen for double tone confirmation

Privacy Release

Used with telephone numbers that appear on two or more Norstar telephone sets. This feature changes a private telephone line to non-private during a conversation. Once activated, one Norstar user can join the call. A double alert tone is heard once the second Norstar user has joined the call. The privacy release setting will reset at the end of your call.

Activate Privacy Release

Press [FEATURE] [8] [3] during call; listen for joined call

Ring Again

Used when you encounter a busy signal or receive no answer when calling an intercom line. When activated, Norstar will notify you when the line is available or used. You will hear a double alert tone when that intercom line becomes available.

Activate Ring Again

1. Press LATER softkey, then press YES softkey *-or-*
   Press [FEATURE] [2]
2. Press [RLS]

Accept Ring Again Notification

Press YES softkey or press [INTERCOM]; your call is then connected

Deny Ring Again Notification

Press NO softkey or ignore

Save Number Redial

Allows you to save the current number dialed to redial it again later as often as needed. The saved number is stored until a new number is saved in its place. This feature will not interrupt your current call.

Save Number

Press [INTERCOM] [6] [7] to store number

Redial Number

1. Lift handset
2. Press [INTERCOM] [6] [7] to dial number

Speed Dial

Allows you to program a list of frequently called numbers and access them by dialing a two-digit code. When programming, the handset stays on the cradle.

Program Speed Dial

1. Press [FEATURE] [*] [4]
2. Enter two-digit speed dial code (**71-94**)
3. Enter number to be stored (follow dialing instructions)
4. Press OK softkey or [HOLD]

Use Speed Dial

1. Press [SPEED DIAL] or press [FEATURE] [0]
2. Enter speed dial code (**71-94**)

Three-Way Calling

Three-Way Calling is accessed by pressing [TRANSFER] or [FEATURE] [7] [1]. Three-Way Calling offers you two options:

- **Call Transfer** – allows you to transfer calls to other campus numbers
- **Three-Way Conference** – allows you to establish a three-way conference call

Call Transfer

Allows you to transfer calls to campus or non-campus numbers. When a busy signal or no answer is received, you can cancel the transfer and return to the original call. If transferring a call to a non-campus number, toll charges will be billed to the originating number (transferring telephone). Non-campus calls cannot be transferred to non-campus numbers.

Transfer Call

1. Advise caller that you are going to transfer his or her call
2. Press [TRANSFER] or [FEATURE] [7] [1] (caller is placed on hold); listen for special dial tone
3. Dial number (follow dialing instructions)
4. Wait for second party to answer, then announce caller
5. Press [RLS] or hang up to complete transfer

Cancel Call Transfer

1. Listen for busy signal or no answer
2. Press [TRANSFER] or [FEATURE] [7] [1] twice; listen for reconnection with original caller

Three-Way Conference

Allows you to establish a three-way conference call with campus or non-campus parties. The destination to which you may place the three-way conference call is based on your telephone line's class of service. Toll charges will be billed to the originating telephone number. For conference calls that exceed three parties, call Meet-Me Conference Services at 310-82**5-3333**.

Place Three-Way Conference Call

1. Place or receive initial call
2. Press TRANSFER or FEATURE 7 1 (caller is placed on hold); listen for special dial tone
3. Dial third party's number (following dialing instructions)
4. Wait for third party to answer, then announce conference call
5. Press TRANSFER or FEATURE 7 1 again to establish three-way conference

Voice Call

Used to make an announcement or begin a conversation through the speaker of another Norstar telephone set within your KSU. When initiating a voice call, the destination telephone set does not ring. Instead, the telephone set beeps followed by your voice announcement. The telephone set beeps periodically to remind the receiving caller that the microphone is open. Voice Call can be prohibited by activating Voice Call Deny. In this case, an initiated voice call rings until answered by the caller.

Activate Voice Call

1. Press FEATURE 6 6
2. Enter three-digit intercom number for who you wish to voice call; listen for announcement tone
3. Make announcement or begin conversation

Activate Voice Call Deny

Press FEATURE 8

Deactivate Voice Call Deny

Press FEATURE # 8 8

Acceptable Use Statements

Call Harassment

Annoying or threatening telephone calls are illegal under Section 653m of the California Penal Code. As a victim, you have the right to file a formal complaint. The UCLA Police Department (UCPD), which can be contacted at 310-82**5-1491**, will investigate complaints regarding any calls that are in violation of the law.

Fraud

The UCLA telephone system tracks all outgoing calls. Tampering with telephone equipment, the false use of CTS Authorization Codes, or misuse of telephone services is strictly prohibited. CTS will investigate any fraudulent calls that may be reported. Upon completion of a fraud investigation, a Fraud Investigation/Rebilling fee, as well as the rebilling of unauthorized calls, will be charged to the actual caller.

Compliance with Policies, Laws, and Regulations

As a user of UCLA's telephone services, you are required to comply with all applicable state and federal laws and regulations as well as applicable University policy. The misuse of telephone services and equipment provided by UCLA Communications Technology Services (CTS) is strictly prohibited.